

WHAT IS CLAIMED IS:

1. A method of routing a communication originally directed to an original destination to  
5 a secondary destination, the original destination and the secondary destination each being one  
of a voice communication phone number, a fax communication phone number, and an e-mail  
address, the method comprising:

receiving and storing user profile information provided by a user, the user profile  
information identifying the secondary destination, the user profile information including  
10 routing information associating the original destination with the secondary destination;

converting a communication originally directed to the original destination to a format  
compatible with the identified secondary destination; and

routing the converted communication to the secondary destination based on the user  
profile information.

15 2. The method recited in claim 1, and further comprising transmitting via the Internet at  
least one web page that provides a means for users to enter the user profile information.

20 3. The method recited in claim 1, wherein the user profile information is received via the  
Internet.

4. The method recited in claim 1, wherein the secondary destination includes a pager  
number.

25 5. The method recited in claim 1, wherein the converting step includes at least one of the  
following steps:

synthesizing a voice communication;

performing optical character recognition on a fax communication;

performing voice recognition on a voice communication; and

30 performing a text-to-fax conversion on an e-mail communication.



11. The method recited in claim 8, wherein the third action is at least one of converting the e-mail communication to a voice communication and forwarding the voice communication to the outgoing voice phone number, converting the e-mail communication to a fax communication and forwarding the fax communication to the outgoing fax phone  
5 number, and forwarding the e-mail communication to the outgoing e-mail address.

12. The method recited in claim 8, and further comprising transmitting via the Internet at least one web page that provides a means for users to enter the configuration information and the action information.

13. The method recited in claim 8, wherein the configuration information and the action information is received via the Internet.

14. The method recited in claim 8, wherein the configuration information includes an outgoing pager number.

15. The method recited in claim 8, and further comprising performing at least one of voice synthesis, optical character recognition, voice recognition, and text-to-fax conversion, on at least one of the voice communication, the fax communication, and the e-mail  
20 communication.

16. The method recited in claim 8, and further comprising receiving and storing date range data indicating a range of dates during which the first action, second action, and third action are to be performed.

17. The method recited in claim 8, and further comprising receiving and storing time range data indicating a range of times during which the first action, second action, and third action are to be performed.

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18. A personal switchboard system controllable by a user to change contact information of the user on demand, the personal switchboard system comprising:

5 a storage unit configured to store original contact information associated with the user;

a first receiver configured to receive secondary contact information from the user;

a second receiver configured to receive configuration information from the user, the configuration information associating at least a portion of the original contact information with at least a portion of the secondary contact information;

10 an identifier configured to identify a first communication directed to a communication device identified in the original contact information;

a converter configured to convert the first communication to a converted communication having a format compatible with a communication device identified in the secondary contact information; and

15 a router configured to route the converted communication to the communication device identified in the secondary contact information based on the configuration information.

19. The personal switchboard system recited in claim 18, wherein the original contact information and the secondary contact information each include a voice communication  
20 phone number, a fax communication phone number, and an e-mail address

20. The personal switchboard system recited in claim 18, and further comprising a transmitter configured to transmit via the Internet at least one web page to permit the user to  
25 enter the secondary contact information and the configuration information.

21. The personal switchboard system recited in claim 18, wherein the secondary contact information and the configuration information are received via the Internet.

30 22. The personal switchboard system recited in claim 19, wherein the secondary contact information includes a pager number.

